

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 15, 2016

APPLICATION SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing technical support for an organization's information technology and electronic records needs. The incumbent is responsible for providing technical assistance and information to users; assisting users with problems and questions concerning the use of electronic information and records systems; developing and maintaining technical specifications, user manuals, technical bulletins and other related user documentation; understanding customers' business processes and looking for opportunities to enable them via the appropriate application of technology; and providing technical support for the organization's electronic records management system. Direct supervision is received from a director and/or designee. The incumbent carries out the details of the work in accordance with established policies and procedures. Supervision of subordinates is not a feature of this class of positions. Does related work as required

TYPICAL WORK ACTIVITIES:

1. Provides user support in the use of computerized applications, including: assisting in the creation, development and maintenance of end-user procedure manuals; developing and implementing ongoing needs assessment of both individuals and organization to identify types and contents of training; providing staff/customers with training in the use of computer hardware/software and related topics; and providing in-depth support for specific applications including electronic records systems;
2. Provides application training for computer users by: assessing training needs; selecting training methods; instructing staff in a formal classroom setting or on a one-to-one basis; evaluating training programs for effectiveness and recommending changes; developing and/or reviewing user manuals, training materials, and related forms; and investigating, reviewing and recommending software packages for training purposes;
3. Partners with administration to review current business processes, research technologies that could automate/streamline those processes and assist in the implementation of agreed upon technologies;
4. Analyzes work procedures to identify those which are adaptable to computer applications; devising/applying plans to upgrade from manual methods to computerized systems including developing automated reports through an electronic records system and other related technology;
5. Serves as a liaison between the customer, information technology staff, and vendor personnel that support purchased software;
6. Provides first-line diagnostic/trouble-shooting of technical issues related to applications supported by the organization's information technology staff and finds solutions to these issues or escalates them to the next approved level of support; resolves basic hardware issues, identifying and resolving security and password problems; arranges with service providers for repair of desktop, laptop, computer hardware, system software, and peripherals; conducts follow-up checks to ensure that problems are resolved to staff/customer's satisfaction; and coordinates problem-solving efforts regarding terminals and data communication lines with vendors, information technology staff, and systems users;
7. Creates and maintains technical documentation associated with the interfacing of different information system as related to the responsibilities of this position;
8. Provides daily technical administration of the organization's electronic records management system to include group administration, the merging of courses/programs, and the troubleshooting of account access;
9. Operates computers, applications, and related peripheral equipment and assists end-users in the use of same;
10. May provide backup coverage for organization's help desk staff;

CONTINUED

APPLICATION SPECIALIST CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of the Microsoft Office suite; thorough knowledge of modern methods, principles, techniques and concepts utilized in computer information systems and analysis; thorough knowledge of information technology principles, techniques and concepts; thorough knowledge of modern techniques, up-to-date methods, and procedures as utilized for implementation of information technology systems; working knowledge of how an enterprise reporting program works in an organization; technical writing skills; skill in operating personal computing devices; ability to present technical information to a non-technical audience; general information technology troubleshooting skills; ability to work in a team environment as well as independently; ability to multitask; ability to understand and interpret complex oral and written directions; ability to apply knowledge of information technology systems to solve problems and enhance operating systems; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; problem solving skills; integrity; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Computer Science, Computer Information Systems, Business Administration, or related field as well as two (2) years of paid experience using an enterprise reporting program system, providing end-user support and training, and supporting computer applications; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree as well as four (4) years of paid experience using an enterprise reporting program system, providing end-user support and training, and supporting computer applications; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Computer Science, Computer Information Systems, Business Administration, or related field as well as four (4) years of paid experience using an enterprise reporting program system, providing end-user support and training, and supporting computer applications.